



SITE SPECIFIC
EMERGENCY RESPONSE PLAN



28

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Principal Contractor	
ABN	
Document Number	
Version	3.0
Date	6 July 2026
Prepared by	Craig James — OHSE Consultant

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1 Introduction

1.1 Purpose

The purpose of this Emergency Response Plan (ERP) is to detail the planned arrangements for responding to emergencies at the [REDACTED] construction project, and to communicate those arrangements to workers, subcontractors, visitors and other relevant stakeholders.

This plan has been prepared in accordance with the [REDACTED] emergency response process and the duty to prepare, maintain and implement an emergency plan under section 43 of the Work Health and Safety Regulation 2011 (Qld). It has been developed in consultation with workers and relevant stakeholders (see Section 2.5).

1.2 Aim and Objectives

The aim of this plan is to protect the health and safety of all persons at the workplace in the event of an emergency. Its objectives are to:

- Maintain a high level of emergency preparedness on site;
- Respond quickly and efficiently to limit the impact of an emergency;
- Manage an emergency until emergency services arrive and take control;
- Support emergency services with information, knowledge, skills and equipment; and
- Protect emergency responders, personnel and the community from harm.

1.3 Scope

This plan applies to all areas of the [REDACTED] construction site at 28 [REDACTED] and to all persons on site including [REDACTED] employees, subcontractors, visitors and delivery personnel. It covers the construction phase of the project.

The emergency types considered in this plan are:

- Medical emergency
- Evacuation
- Fire
- Bomb / personal threat / unexploded ordnance discovery
- Electrical emergency
- Structural or ground collapse / confined space rescue
- Fall recovery / work at heights
- Gas leaks / chemical spills
- Flood / severe storm / cyclone warning
- Powered mobile plant / motor vehicle emergency
- Work-related violence

2 Site Details and Plan Administration

2.1 Site Details

Item	Detail
Project	[REDACTED]
Site address	28 [REDACTED]
Principal Contractor	[REDACTED]
Principal / Developer	[REDACTED]
Building Certifier	[REDACTED]
Fire Safety Engineer	[REDACTED]

2.2 Plan Approval

Role	Name	Signature	Date
Prepared by	Craig James — OHSE Consultant		
Reviewed by	[REDACTED] - HSE Manager		
Approved by	[REDACTED] - Construction Manager		
Implemented by	[REDACTED] - Site Manager		
Approval endorsed by			

Date of plan	Version	Next review date
6 July 2026	3.0	6 July 2027, or on a trigger event

2.3 Plan Distribution

Name	Role	Location
Craig James — OHSE Consultant	OHSE Consultant	Site files / electronic files
[REDACTED]	Site Foreman	Site files / electronic files
[REDACTED]	Project Manager	Site files / electronic files
[REDACTED]	Site Manager	Site files / electronic files
[REDACTED]	HSE Manager	Electronic files
[REDACTED]	Construction Manager	Electronic files
[REDACTED]	General Manager	Electronic files

2.4 Revision Schedule

Date	Summary of Revisions	AUTHORISED	AMENDED BY
26/2/2025	Initial plan review and sign off.	[REDACTED]	[REDACTED]
10/3/2025	First aid risk assessment updated and signed off by the relevant staff members, Plan updated to reflect staff changes,	[REDACTED]	[REDACTED]
7/4/2025	5.3 added to reflect the emergency eye wash shower station procedure.	[REDACTED]	[REDACTED]
19/5/2025	Plan distribution, emergency contacts updated to reflect staff changes; Site foreman details added emergency procedures 5.4 Future nurse call emergency procedure added,	[REDACTED]	[REDACTED]
12/6/2025	[REDACTED] removed from the updated June plan revision. 1.1 Plan Approval & 1.2 Distribution sections updated to reflect of Change of Project Managers, 1.3 Revision Schedule updated to reflect amended authorised name change, Key Emergency Personnel details updated to reflect staff changes:	[REDACTED]	[REDACTED]
29/7/2025	[REDACTED] Removed from the updated plan, .1 Plan Approval & 1.2 Distribution sections updated to reflect of Change of HSE Advisor, 1.3 Revision Schedule updated to reflect amended authorised name change, Key Emergency Personnel details updated to reflect staff changes:	[REDACTED]	[REDACTED]
08/09/2025	[REDACTED] reviewed in 1.5 Key Emergency Personnel details, 4.1-5.2 added current Nurse Call Emergency procedure. (CONTINUED NEXT PAGE)	[REDACTED]	[REDACTED]

Date	Summary of Revisions	AUTHORISED	AMENDED BY
6/07/2026	Document control and administration Rebuilt as a site-specific plan; approval, distribution and personnel tables completed; consultation record added; review schedule added; legislation and standards listed; legal basis stated (s.43 WHS Regulation 2011); document localised to [REDACTED] Risk and hazards Site hazard register added; work-related violence added to scope; Client Emergency removed. Contacts and notification Key personnel and emergency contact [REDACTED] hospital changed to Mater, South Brisbane; notifiable-incident escalation added. Alarm and First Aid equipment deficits Nurse call and evacuation siren system (ORISENT) documented; AED added; fire equipment servicing to AS 1851 added. Procedures Eyewash flushing times corrected to standard (AS/NZS 4775:2007); electrical emergency procedure made site-specific; chemical spill procedure made site-specific; critical incident response updated; site evacuation plan improved with the spatially correct muster points; PEEP arrangements added; visitor and contractor evacuation control added; post-incident debrief and recovery added.		

2.5 Consultation Record

Workers and their health and safety representatives are consulted in the preparation, review and revision of this plan, in accordance with the Work Health and Safety Act 2011 (Qld) Part 5 and the Managing the work environment and facilities Code of Practice 2021.

Date	Consulted	Role	Topic / outcome

2.6 Review Schedule

This plan is reviewed at least annually. It is additionally reviewed, and revised if necessary, on any of the following trigger events:

- Completion of the superstructure or a significant change of construction phase;

- Relocation of the site office or site facilities;
- A significant change in the number or composition of workers;
- A notifiable incident or emergency, or the outcome of an emergency drill;
- A change to the site risk profile (new high-risk activity, subcontractor scope change, or introduction of a hazardous chemical).

2.7 Related Legislation and Standards

- Work Health and Safety Act 2011 (Qld)
- Work Health and Safety Regulation 2011 (Qld) - s.43 Emergency plans
- Managing the work environment and facilities Code of Practice 2021
- First aid in the workplace Code of Practice 2021
- Managing the risk of psychosocial hazards at work Code of Practice 2022
- Construction work Code of Practice 2021
- AS 3745-2010 Planning for emergencies in facilities
- AS 1851 Routine service of fire protection systems and equipment
- AS/NZS 4775:2007 Emergency eyewash and shower equipment
- Building Fire Safety Regulation 2008 (Qld)

3 Risk Assessment and Site Hazards

This section identifies the site-specific hazards that could give rise to an emergency at the [REDACTED]. The emergency procedures in Section 8 and Appendix A are matched to these hazards.

3.1 Site Hazards

Hazard	Emergency potential
Work at height / multi-level structure	Falls, arrested fall recovery, rescue from EWP or structure
Tower crane operations	Non-responsive crane operator, dropped load, load retrieval
Powered mobile plant / vehicle movements	Plant rollover, vehicle / plant collision, pedestrian impact
Excavation / temporary structures	Ground collapse, engulfment, trench rescue, structure collapse
Hazardous chemicals (ground-level storage)	Chemical spill, eye / body contamination, fire
Electrical (temporary supply, switchboard, generator)	Electric shock, electrical fire
Confined spaces	Entrapment, atmosphere hazard, confined space rescue
Hot works / flammable gas cylinders	Fire, cylinder fire / explosion
Severe weather (storm, flood, wind)	Site evacuation, structural damage, crane stand-down

Hazard	Emergency potential
Security / persons	Bomb or personal threat, work-related violence, isolated work

3.2 Emergency Scenarios Considered

Detailed response actions for each scenario are provided in Appendix A - Emergency Response Colour-Coded Charts. The charts are displayed on the site noticeboards and form part of this plan.

4 Emergency Roles and Responsibilities

4.1 Key Personnel Contacts

Position	Name	Contact
Chief Warden	[REDACTED]	[REDACTED]
Deputy Chief Warden	To be nominated?	-?
Warden / First Aider	[REDACTED]	[REDACTED]
Warden / First Aider	[REDACTED]	[REDACTED]
Warden / First Aider	Craig James — OHSE Consultant	[REDACTED]
Warden / First Aider	[REDACTED]	[REDACTED]

4.2 Identification on Site

First aid officers and wardens are identifiable on site by helmet sticker. Their names, roles and contact [REDACTED] the site noticeboard.

4.3 Responsibilities

First Aid Officer

- Administer first aid to persons on site when required;
- Keep a register of all persons receiving first aid treatment;
- Keep other records as instructed by the Construction Manager;
- Assist in the regular maintenance of the first aid kit; and
- Report significant first aid treatments to the Chief Warden / Safety Advisor for notifiable-incident review.

Chief Warden

- Ensure this plan is completed, regularly reviewed, implemented and tested;
- Review and approve modifications to the emergency response system, including actions from any post-incident or evacuation evaluation;
- Establish an emergency response exercise schedule as required by this plan;
- Promote the [REDACTED] emergency response arrangements to all site personnel;

- Maintain familiarisation with obligations under this plan, including reporting requirements;
- Ensure project personnel and emergency control team members receive awareness of their roles under this plan;
- Provide a single point of contact [REDACTED] and
- Maintain effective communication between the Chief Warden and all persons at the workplace during an emergency.

Wardens

The responsibility of wardens is to ensure that workers and other persons evacuate the site safely. They shall:

- Ensure access and egress routes are kept clear of hazards;
- Ensure all persons within their allocated zone evacuate to the emergency assembly point;
- Take the roll of persons at the emergency assembly point;
- Assist in controlling the emergency event if safe to do so;
- Assist emergency services officers as needed; and
- Follow the instructions of the Chief Warden.

FIRST AID OFFICERS AND FIRE WARDENS

To be displayed on site noticeboard



Project Coordinator

CHIEF WARDEN







Site Manager

Warden / First Aider







Site Foreman

Warden / First Aider







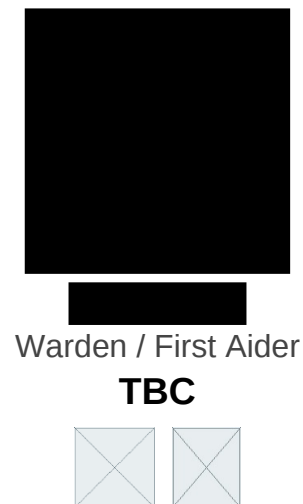
Craig James — OHSE Consultant

OHSE Consultant

Warden / First Aider







5 Emergency Contacts and Notification

5.1 Emergency Contact Details

Service	Phone	Detail
Fire / Police / Ambulance	000	Primary emergency number (see 5.2). Call 000, or 112 from an international mobile phone. Both connect even from a locked handset or with no SIM.
Local Police Station	[REDACTED]	38 Vulture Street, Brisbane QLD 4101
Hospital	[REDACTED]	Mater Hospital, Raymond Terrace, South Brisbane QLD 4101
Medical Centre	[REDACTED]	Montague Road Seven Day Medical Centre, 359 Montague Rd, [REDACTED]
Poisons Information	13 11 26	24-hour poisons advice
Workplace Health & Safety Qld	1300 362 128	Notifiable incidents (see 5.5)
SES	132 500	Storm and flood assistance
Electricity (Energex)	13 62 62	Power outages / network faults
Water (Urban Utilities)	13 26 57	Water and sewerage faults
Fire Safety Engineer	[REDACTED]	[REDACTED]
Lifeline	13 11 14	Mental health support
Mates in Construction	1300 642 111	Suicide prevention and support
Beyond Blue	1300 22 4636	Mental health support

Utility provider contacts should be confirmed against current site accounts.

5.2 Emergency Numbers

Call 000, or 112 from an international mobile phone. Both will connect even from a locked handset or with no SIM.

5.3 Who Can Call

Any person on site may directly contact [REDACTED] [REDACTED] believe the action is required to prevent or minimise harm. Authority from a supervisor or manager is not required. The person must then inform a warden or the Chief Warden of the action taken.

5.4 Information to Provide

When calling 000, provide:

- Site name and address: [REDACTED] [REDACTED] 28 [REDACTED] [REDACTED] [REDACTED]
- Which service is required (fire, ambulance or police);
- The nature of the emergency;
- The number and condition of casualties;
- Any relevant known medical history;
- Hazards present (electrical, chemical, fall, structural, confined space);
- Access instructions (which gate or entry point);
- Your name and a callback number; and
- Do not hang up until the operator confirms.

5.5 Notifiable Incident Escalation

A notifiable incident (death, serious injury or illness, or a dangerous incident as defined in the WHS Act 2011) must be reported to the Regulator immediately by calling Workplace Health and Safety Queensland on 1300 362 128. The incident site must not be disturbed (except to help an injured person, make the site safe, or as directed) until an inspector arrives or otherwise directs.

6 Warning and Alarm Systems

The [REDACTED] [REDACTED] site uses two alarm systems working together: a primary ORISENT Combined Nurse Call and Evacuation Siren, and a backup megaphone.

6.1 Primary Alarm - ORISENT Nurse Call and Evacuation Siren

The site is fitted with a combined ORISENT Nurse Call and Evacuation Siren system (wireless, 110–115 dB). This is the primary site-wide alert and reaches all occupied levels, including upper structure levels where the megaphone cannot be heard. The system is supplied and maintained by Emergency Nurse Call (Nigel, [REDACTED] [REDACTED])

Station locations

Nurse call stations are located at every stairwell exit on each level, alongside the fire safety signage (fire extinguisher, exit signs and evacuation diagrams). On the uppermost active work level, where steelfixing makes a permanent position impractical, a portable dolly unit carrying a nurse call station and fire extinguisher is positioned near the drinking water station. This is a temporary arrangement, updated as the structure progresses.

How the system works

When a nurse call station CALL button is pressed, the system sounds an audible siren across all occupied levels, identifies the level and station triggered, and sends an app and/or SMS alert to nominated [REDACTED] personnel including the Chief Warden, Site Manager and Safety Advisor.

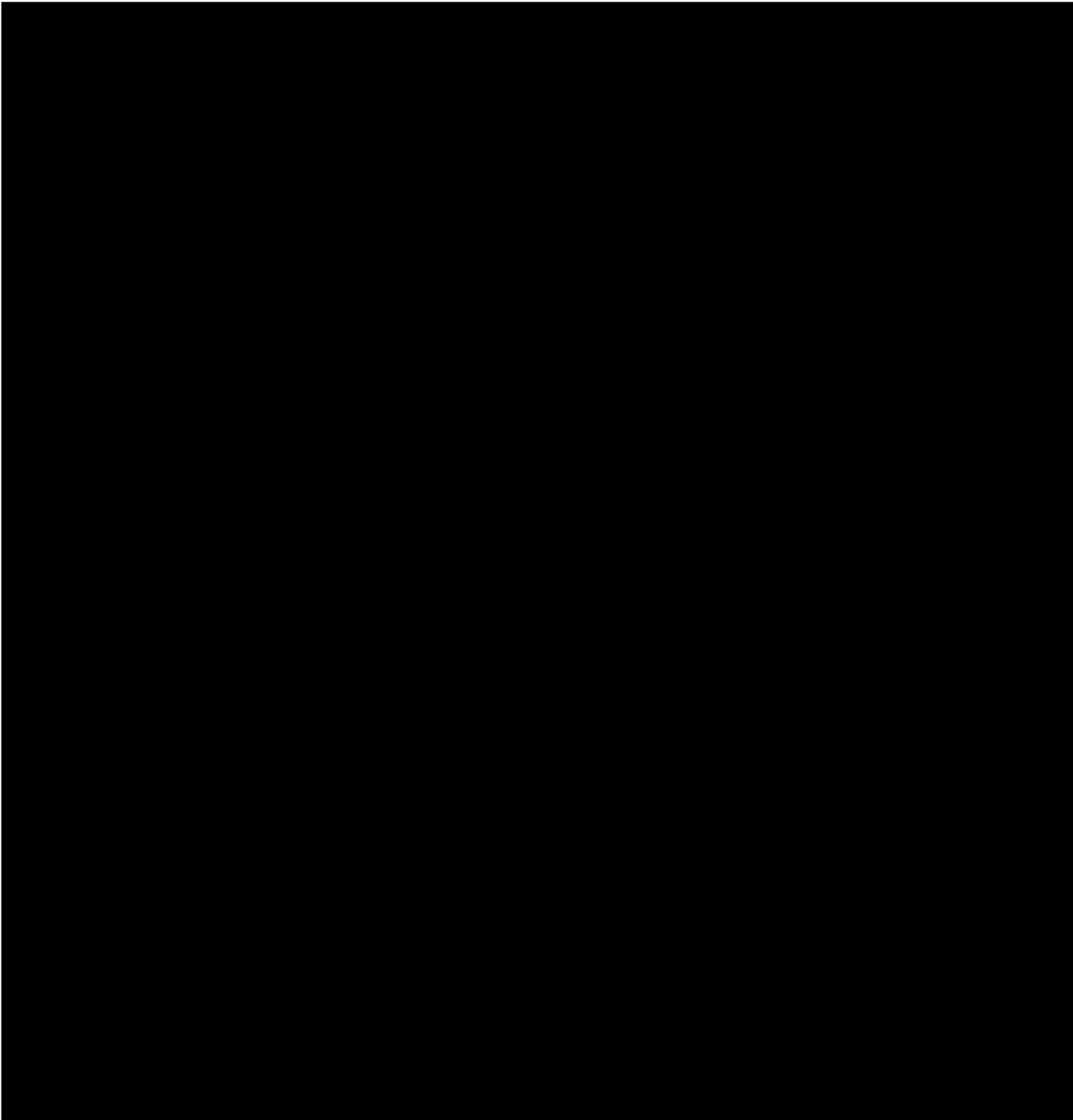


Figure 1 - ORISENT combined nurse call and evacuation siren: operation

6.2 Signals

Signal	Meaning and action
ALERT	Intermittent siren tone. All workers stop work, prepare to evacuate, and await instruction from the Chief Warden or emergency control team.

Signal	Meaning and action
EVACUATE	Continuous siren tone. All workers evacuate immediately via the nearest stairwell to the emergency assembly point.
ALL CLEAR	Announced verbally by the Chief Warden or via the system. Workers do not return to work areas until the all clear is given.

6.3 Who Can Activate the System

Any person on site may press the CALL button on the nearest nurse call station to alert wardens of an emergency or injury. There will be no criticism of any person who activates the system in good faith. Only nominated app users (the Chief Warden and wardens) or the on-site touchscreen control unit (TCU) may trigger the site-wide EVACUATE signal. Workers cannot trigger a site evacuation from a nurse call station.

6.4 Backup Alarm - Megaphone

If the primary system is unavailable, the megaphone (kept in the site office) is used to raise the alarm - three short blasts for ALERT, one continuous blast for EVACUATE. The megaphone is effective at ground level and immediate surrounds only; it is not effective on upper structure levels. If it too is unavailable, the alarm is raised by radio, mobile phone and word of mouth. Any worker may sound the megaphone in an emergency.

6.5 Testing and Maintenance

The primary and backup alarms are tested at every scheduled evacuation drill (frequency set in the [REDACTED] Monitoring and Review Matrix). Each ORIENT station is tested for audibility across all occupied levels, correct location identification, and delivery of app/SMS notifications. The megaphone is tested for audibility at ground level. Results are recorded on the Emergency Drill Report Form. The ORIENT system is maintained by Emergency Nurse Call per the manufacturer's specification.

7 Emergency Equipment and Resources

7.1 Emergency Equipment Register

Emergency equipment relevant to the site's planned arrangements is listed on the [REDACTED] Emergency Equipment Register. The register is held in the site office and maintained by the Safety Advisor. It ensures all emergency equipment is identified and regularly reviewed so that maintenance and calibration are undertaken in accordance with legislation, relevant standards and the manufacturer's recommendations.

7.2 First Aid

First aid kits and an AED are provided and located as shown on the site emergency evacuation diagram (Appendix B). First aid kits are inspected after each use, or at least every 12 months, in accordance with the First aid in the workplace Code of Practice 2021. First aiders are listed in Section 4.1 and on the site noticeboard.

7.3 Eyewash and Shower

Emergency eyewash and shower equipment is provided adjacent to the ground-level hazardous chemical storage area, in accordance with AS/NZS 4775:2007. The eyewash / chemical splash procedure is in Section 8.6.

7.4 Fire Equipment

Portable fire extinguishers, fire hose reels (where applicable) and fire blankets are provided as first-attack firefighting equipment, distributed according to the hazard classification of each area and located along nominated evacuation routes and exits. Selection, use and after-use requirements are detailed in Appendix A.

7.5 Inspection, Testing and Maintenance

Firefighting equipment is serviced in accordance with AS 1851 Routine service of fire protection systems and equipment; portable fire extinguishers are serviced six-monthly. All emergency equipment is recorded, inspected and maintained through the Emergency Equipment Register.

8 Emergency Response Procedures

8.1 Emergency Response Principles

The principles of managing any emergency response, summarised on site as R.A.C.E., are:

- Raise the alarm (or arrange for someone else to raise it);
- Remove people from danger as quickly as possible;
- Confine the emergency where safe to do so (close doors and windows to fire/smoke);
- Evacuate to the emergency assembly point; and
- Maintain roles and responsibilities in accordance with this plan.

First responder duties:

- The first responder is not to add to the emergency by placing themselves at unacceptable risk to effect a rescue or, in particular, to save property; and
- The first responder shall request assistance and alert emergency services as a high priority.

8.2 Evacuation Procedure

During an emergency the alarm is raised via the ORISENT nurse call and evacuation siren. Where the system is unavailable, the megaphone is used at ground level (see Section 6.4). On upper levels, wardens are [REDACTED] [REDACTED] mobile phone so they can direct evacuation on their level by word of mouth. If all systems are unavailable, the alarm is raised by word of mouth through the warden chain. The following actions are then required:

- If the Site Manager, Foreman or Safety Advisor initiates an evacuation, they trigger the ORISENT evacuation siren via the app or TCU; the megaphone is available as a backup at ground level only;
- Assist any person in immediate danger, but only if safe to do so;
- If practical and safe, secure any activity or process that may become hazardous if left unattended (e.g. de-energise plant);
- Contact [REDACTED] [REDACTED] (any person may call 000 directly - manager authority is not required);
- Inform the warden of the actions taken; if unable to contact [REDACTED] [REDACTED] warden, direct another person to do so;
- Assist with the general evacuation if directed by the warden;

- Move to the nominated evacuation assembly point via the nominated route unless unsafe to do so;
- Do not leave the assembly area until permission is given by an authorised manager, the warden or emergency services;
- Follow the instructions of the warden and emergency services personnel; and
- The Chief Warden contacts adjacent and surrounding businesses / residents of any need to evacuate or instructions to follow.

A nominated person takes the site attendance record to the assembly point to account for all workers.

8.3 Medical Emergency

Press the nearest nurse call station CALL button to alert a first aider (see Section 6). Call 000 for serious injury or illness and provide the information in Section 5.4. A trained first aider provides treatment until emergency services arrive. Significant treatments are reported for notifiable-incident review (Section 5.5).

8.4 Fire or Smoke

On discovering fire or smoke: warn others (call 'FIRE, FIRE, FIRE'), raise the alarm, and call 000. Only attempt first-attack firefighting if it is safe, the fire is small, and you are confident in the correct use of the equipment. Otherwise evacuate. Full actions, including fire involving gas cylinders and extinguisher selection, are in Appendix A.

8.5 Critical Incident Response

██████████ recognises that exposure to a critical incident is a psychosocial hazard and manages it in accordance with the Managing the risk of psychosocial hazards at work Code of Practice 2022. Support arrangements include internal debriefing by the HSE Manager, external Employee Assistance Program (EAP) referral (Appendix D), and follow-up contact within 7 days of the incident. Access to the EAP is confidential, available to all workers on site including subcontractors, and does not require manager approval.

8.6 Eyewash / Chemical Splash Procedure

This procedure applies to any incident involving a chemical splash to the eyes or body contamination on site. The ground-level hazardous chemical storage area is the primary risk location; eyewash and shower stations are provided in that area.

- Press the nurse call station adjacent to the hazardous chemical area to alert a first aider (see Section 6);
- If a person in the vicinity can assist, activate the eyewash / shower and begin flushing until the first aider arrives;
- Contact ██████████ medical treatment is required.

AS/NZS 4775:2007 recommends the affected area be flushed immediately and thoroughly using a large supply of clean fluid under low pressure. Minimum flushing times:

- Mildly irritating chemicals - at least 5 minutes;
- Moderate to severe irritants - at least 20 minutes;
- Non-penetrating corrosives - at least 20 minutes;
- Penetrating corrosives - at least 60 minutes.

If irritation persists, repeat flushing. Obtain medical attention as soon as possible after first aid.

9 Evacuation Arrangements

9.1 Evacuation Routes and Assembly Points

Evacuation routes, gates, the emergency assembly point and the location of emergency equipment are shown on the Site Emergency Evacuation Diagram (Appendix B), which is displayed on the site noticeboards. Workers evacuate via the nearest safe stairwell and route to the nominated assembly point.

9.2 Roll Call and Accounting for Persons

Wardens take the roll at the assembly point using the site attendance record. Subcontractors and their supervisors are responsible for accounting for their own workers once assembled. Direct managers and supervisors must remain aware at all times of which of their workers are on site and where they are located.

9.3 Mobility-Impaired Persons (PEEPs)

Where a worker or visitor may need assistance to evacuate, a Personal Emergency Evacuation Plan (PEEP) is prepared and communicated to the relevant wardens. PEEP forms are held with the site attendance records (Appendix reference).

9.4 Visitor and Contractor Control

All visitors and contractors sign in on arrival and are inducted to the emergency arrangements, including the alarm signals and the assembly point. Visitors remain with their host or a nominated escort during an evacuation.

9.5 Re-entry

No person returns to the work area until the ALL CLEAR is given by the Chief Warden or emergency services.

10 Training, Induction and Exercising

10.1 Induction

All workers, subcontractors and visitors receive information on the emergency arrangements relevant to them, including alarm signals, evacuation routes and the assembly point, as part of site induction.

10.2 Warden Training

Site emergency wardens are inducted into the content of this site-specific emergency response plan and the emergency response procedures for this project.

10.3 Drills, Alarm Testing and Exercising

Emergency procedures are tested through regular drills, at a frequency set in the

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 Monitoring and Review Matrix, in accordance

with s.43 of the WHS Regulation 2011. Alarm systems are tested at each drill (see Section 6.5). Results are recorded on the Emergency Drill Report Form.

10.4 Warden Induction Record

Warden	Signature	Date
[REDACTED]		
[REDACTED]		
[REDACTED]		
[REDACTED]		
Craig James — OHSE Consultant		

Trainer	Signature	Date

11 Monitoring, Review and Recovery

11.1 Monitoring and Review

The effectiveness of the planned emergency response arrangements is monitored and reviewed through regular emergency drills, at a frequency set in the [REDACTED] [REDACTED] Monitoring and Review Matrix and recorded on the Emergency Drill Report Form. Where arrangements are not met or are found inadequate, [REDACTED] [REDACTED] [REDACTED] recommences the review of emergency response and management in accordance with the Emergency Response process, including consultation with relevant internal and external stakeholders. Changes are managed through the Document Control process and communicated to workers.

11.2 Post-Incident Debrief

Following an emergency or drill, a debrief is held to capture what worked, what did not, and any actions required. Findings feed into the review of this plan (Section 2.6).

11.3 Corrective Actions

Corrective actions arising from an incident, drill or review are recorded, assigned and tracked to completion, and verified for effectiveness.

11.4 Recovery

After an emergency, the site is made safe and secured, affected workers are supported (including access to the EAP - Appendix D), and normal operations resume only when it is safe and authorised to do so. Notifiable incidents are managed per Section 5.5.

Appendix A How to Manage Emergencies

The following How to Emergency Response – Colour Coded Charts has been developed to provide detailed guidance on managing emergency responses and would be included as supporting documentation to developed 'Site Specific Emergency Response Plans.'

These colour coded charts detail the actions required to prepare for a specific emergency event and the initial response when the emergency event manifests.

It shall be noted that, by their very nature, all the manifestations of a particular emergency event are difficult to foresee.

To this end, actions taken may vary, and in the sequence in which they are detailed in the following charts. Whatever the case, the following principals apply:

- The first responder is not to add to the emergency by placing him or herself at unacceptable risk to affect a rescue or, in particular, save property.
- The first responder shall request assistance and alert emergency services as a high priority.

The following colour coded 'cards' may be reproduced and placed on display in relevant locations throughout the site.

NOTE: A reference to the Site Direct Manager / Supervisor's representative [REDACTED]
[REDACTED] a nominated Warden.



EVACUATION PROCEDURE

How the evacuation is raised

The ORISENT evacuation siren is the primary signal. It is triggered only by a nominated app user (Chief Warden or warden) or the touchscreen control unit (TCU). If the ORISENT system is unavailable, the megaphone is sounded at ground level as the backup: one continuous blast means EVACUATE. On upper levels, wardens are [REDACTED] direct their level by word of mouth.

If you hear the evacuate signal

1. Stop work and leave straight away, unless it is unsafe to move.
2. Help anyone in immediate danger, but only if you can do it safely.
3. If it is safe and quick, secure any activity that could become hazardous if left unattended, for example de-energise plant.
4. Move to the assembly point by the nominated route, unless that route is unsafe.
5. Assist with the general evacuation if a warden directs you to.
6. Follow every instruction from your warden and from emergency services.

If you are the one raising the alarm

1. Alert a warden or [REDACTED] management that an evacuation is needed.
2. Call 000. Any person may call direct; you do not need a manager's approval.
3. Tell the warden what you have done. If you cannot reach the warden or 000, direct another person to do it.

At the assembly point

1. Stay there. Do not leave until a manager, warden or emergency services gives permission.
2. A nominated person brings the site attendance record and accounts for everyone present.

Supervisors

Every supervisor must know, at all times, who of their crew is on site and where they are, and must account for them at the assembly point. Contractors account for their own workers.



FIRE / EXPLOSION

If you discover a fire

1. Shout “FIRE, FIRE, FIRE” to warn everyone nearby.
2. Alert a warden or management that a fire has started and evacuation may be needed.
3. Call 000. Any person may call direct; you do not need a manager’s approval. If you cannot reach 000 or a warden, direct another person to do it.
4. Help anyone in immediate danger, but only if you can do it safely. Move injured people clear and start first aid if you are trained.
5. Stop work. No one goes back until a warden or manager says it is safe.

Make the area safe if you can

If it is safe and quick, reduce the danger before you leave. For example, de-energise plant, isolate power, and shut but do not lock doors and windows to slow the spread of fire and smoke.

Only fight the fire if it is safe

Only try to put the fire out with first attack equipment if all of these are true:

1. The fire is small and still in its early stages.
2. You have a clear, safe way out behind you.
3. You are confident you can use the equipment correctly. For a portable extinguisher, use the PASS method: Pull, Aim, Squeeze, Sweep.

If you are in any doubt, leave it, get out, and let the fire service deal with it.

If you evacuate

1. Turn off electrical equipment and shut, but do not lock, doors and windows.
2. Leave by the nearest authorised evacuation route.
3. If you have to move through smoke, get down on your hands and knees and keep your mouth low, breathing the cleaner air near the floor.
4. Go straight to the assembly point and stay there until you are accounted for.

Follow instructions

Follow every instruction from your warden and from fire service personnel. Never risk your own life or anyone else’s to save property. A trained first aider treats the injured until emergency services arrive.

Classes of fire

Fires are categorised into classes. To assist workers and others to quickly identify the right type of fire extinguisher, pictographs are used to represent different classes of fire. There are six different classes represented by the letters A, B, C, D, E and F.

Fires are classified according to the fuel involved; however, any fire that involves energised electrical equipment is always classified as a class (E) until the electrical circuit is disconnected. It is then reclassified according to the type of material that is burning.

GLASS	DESCRIPTION
	Class A – combustibles, such as wood and paper.
	Class B – flammables and combustible liquids, such as grease, gasoline, and oil.
	Class C – flammable gasses.
	Class D – flammable metals.
	Class E –electrically energized fires.
	Class F – cooking oils and fats usually found in industrial kitchens.

Portable fire extinguishers

EXTINGUISHER	DESCRIPTION
	Water Red in colour, it contains 9L of water under pressure and shall be used in an upright position. It is designed for use on carbonaceous solids such as wood, paper, rubbish, or textiles, and has a discharge period of 60 – 100 seconds. Water extinguishers are unsuitable for flammable liquid fires. This extinguisher shall never be used on fires involving live electrical equipment.
	Foam Red in colour with a blue band, it contains 9L of an aqueous film-forming foam additive and shall be used in an upright position. It is designed for use on flammable liquid fires such as petrol, oils and paint and has a discharge period of 40 -90 seconds. This extinguisher shall never be used on fires involving live electrical equipment.
	Carbon Dioxide Red in colour with a black band, it is designed for use on fires involving flammable liquids and live electrical equipment. The discharge period depends on the size of the extinguisher.
	ABE Powder Red in colour with a white, it contains a bicarbonate-based powder and is suitable for fires involving paper, wood, textiles, flammable liquids and live electrical equipment. The discharge period depends on the size of the extinguisher.
	Wet Chemical Red in colour with a gold band, it has a liquid alkaline extinguisher agent, and is specifically designed for use in kitchens on deep fryer

	fires involving fat and cooking oil. This extinguisher shall never be used on fires involving live electrical equipment.
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Extinguishers are rated by their performance and suitability for a particular class of fire, i.e. 2A:40B: E. The number before the letter is a measure of the relative performance within that class range, between 0 and 10 for Class A, 20 and 80 for Class B and 1 and 4 for Class F. A greater rating reflects an increased effectiveness of the extinguisher for the stated class of fire. When a fire extinguisher is rated for more than one class of fire, it is expressed in alphabetical order, e.g. 2A:40B: E.

Location of portable fire extinguishers

The Site Direct Manager / Supervisor shall ensure the distribution of portable fire extinguishers is in accordance with the hazard classification of the area or risk to be protected. Extinguishers shall be in a conspicuous and readily accessible position, adjacent to the risk and supported (where possible) by a substantial hook or bracket mounted not more than 1.2 metres above the floor ('grab height'). Where practicable, they should be located along nominated evacuation routes and exits.

Using portable fire extinguishers

Operators shall use the four basic steps described below when required to operate a fire extinguisher (the acronym PASS is used):

1. Pull pin: Pull pin at the top of the extinguisher, breaking the seal. Immediately test the extinguisher (aiming away from the operator). Hold the hose near the nozzle or hold any moulded handles. Operate the extinguisher at its maximum effective distance (based on the test).
2. Aim: Approach the fire standing at a safe distance. Aim the nozzle towards the base of the fire.
3. Squeeze: Squeeze the handles together to discharge the extinguishing agent. Discharge the extinguishers entire content.
4. Sweep: Sweep the nozzle from side to side and advance on the fire.

Safe working practice

In operating a fire extinguisher, the operator shall not:

1. Stand in an open doorway, as this is usually the ventilation point for smoke, heat, and steam.
2. Turn their back on a fire.
3. Touch the metal components of the Carbon Dioxide extinguisher, due to the buildup of "dry ice" as frostbite may occur.
4. Use water-based extinguishers (water, wet chemical, hydro spray, and foam) on fires involving electrically energised equipment.
5. Use a carbon dioxide extinguisher in a confined space.
6. Use a foam extinguisher on deep-seated cooking oil/fat fires, due to the water's conversion to steam, with a possible violent ejection of burning fuel from the container.
7. Discharge water onto flammable liquid fires, as flammable liquid floats on water and this may cause the fire to spread.

Furthermore:

1. After an A Class fire is extinguished, the operator shall probe for shouldering hot spots that could reignite the fuel.
2. When a wet chemical extinguisher has been discharged, all people shall leave the area due to the wet chemical vapour's bronchoconstriction - the constriction of the airways in the lungs due to the tightening of surrounding smooth muscle, with consequent coughing, wheezing, and shortness of breath.

After use requirements

After using a fire extinguisher, the operator shall:

1. Lay the extinguisher down out of the way after use.
2. Not place empty extinguisher/s back on the hook.
3. Report the use of the fire extinguisher to an authorised manager or person.

The Site Direct Manager / Supervisor shall:

1. Arrange to replace the extinguisher with the same type of extinguisher.
2. Arrange empty extinguisher/s to be serviced / refilled as soon as possible.

Hose reels (if applicable)

If the decision is made to use a fire hose reel:

1. Two people shall be used to unroll the hose reel where two people are available - one to control the nozzle and one to ensure the hose runs off the reel freely and is not caught around doors or corners.
2. Turn on the water supply at the reel before running out the hose.
3. Operate the hose by twisting the nozzle.

Fire blankets (if applicable)

Fire blankets shall be used in the following fashion:

1. Remove the fire blanket from its envelope by grasping the two protruding tags and pulling them.
2. Grasp one edge of the blanket with each of the hands near a corner. Thumbs should be on the operator's side of the blanket and fingers on the side away from the operator - i.e., palms downward.
3. Turn the palms towards each other and continue to turn the hands in that direction until the palms are facing upwards.
4. Lift the arms so that the weight of the blanket is on the tips of the fingers.
5. Turn the hands (fingers still pointing to the ceiling) so that the palms face toward the fire. This action will result in a section of the blanket curling round to protect your hands.
6. Keep your arms up so the blanket will shield the operator's face.
7. Stand partly side-on to the fire so that one leg is forward and the other back.
8. Move slowly and carefully towards the fire.
9. Do not look over the top of the blanket at the fire.

10. Let the bottom of the fire blanket touch the side of the bench top or container. Still moving your arms forward, carefully lower the blanket over the top of the container. Do not attempt to throw the blanket over the fire



GAS LEAK / CYLINDER EMERGENCY

General

Where gas cylinders are in or near a fire, the following procedure shall be adopted:

- Hot cylinders might explode: **do not approach them.**
- If it is safe to do so, move cool, undamaged cylinders from the fire area.
- If cylinders cannot be moved, keep them cool, from a safe place, with water spray.
- Tag or mark any cylinder that has been heated or involved in a fire and notify the supplier.

Special precautions for flammable gases

Where cylinders of flammable gas are on fire, particular attention shall be paid to the following procedure:

- Do not extinguish a flammable gas fire unless the leak can be stopped. If it is safe to do so, attempt to close the valve of the cylinder rather than put out the fire.
- If it is not possible to stop the leak, let the cylinders' contents burn and cool the surrounding cylinders and equipment with water.

Special precautions for oxygen and nitrous oxide

Where oxygen or nitrous oxide is feeding a fire, an attempt should be made to stop the gas leak if it is safe to do so.

Special precautions for acetylene

If an acetylene cylinder has been involved in a fire or has been excessively heated **do not approach it as there is a danger of explosion.**

The procedure shall be as follows:

1. From a safe, distant, protected location, spray the cylinder with water for at least 1h.
2. After at least 1h, briefly stop water spray and carefully watch for any generation of steam from the cylinder, or signs of the cylinder surface drying out rapidly. This indicates that the cylinders are still hot.
3. If steam has formed or the cylinder is drying out quickly, **do not approach the cylinder.** Evacuate and cordon off the area. Immediately contact [REDACTED] expert advice.
4. If the total surface of the cylinder remains wet, it is cool. Carefully approach the cylinder, looking for any problems such as bulging. If there is any visible distortion **do not approach the cylinder.** If the cylinder appears normal, quickly check if the fusible plug safety devices have melted and blown out, indicating that the cylinder's contents have been vented.

Note: Fusible plugs are screwed plug either in the cylinder valve connection in large cylinders, or on the rear of the cylinder valve on small cylinders.

5. If the fusible plugs have melted and vented and the cylinder shell is cool to touch, move the cylinder to a safe, well-ventilated location out of doors.
6. If the fusible plugs have not vented and are still intact, quickly check the whole cylinder wall for any warmth or hot areas. Then:
7. If any area of the cylinder surface is still warm or hot to touch, evacuate and cordon off the area immediately and call the supplier or emergency services for expert advice; and
8. If the cylinder is cool to touch, submerge the cylinder in a water bath for at least 24 hours.



MEDICAL EMERGENCY

During the emergency event, persons shall:

- Administer first aid if competent to do so (including self-help).
- Contact [REDACTED] / Supervisor or their representative [REDACTED] the situation and the actions taken.
- If the person is unable to contact [REDACTED] / Supervisor or their representative [REDACTED] person to do so.

The Site Direct Manager / Supervisor or their representative [REDACTED] aid for the person. Workers and others who become ill or sustain an injury of a non-urgent type whilst at the workplace may be transported to on-site first aid or off-site medical facilities using vehicles owned or used by [REDACTED] staff or a Contractor provided the person is agreeable.

In transporting a worker or other person to a medical facility using a motor vehicle, all road laws shall be obeyed. If there is an urgency that requires attendance at a medical facility in a time frame that would require the operator of the vehicle to exceed the speed limit or otherwise fail to comply with road law, the ambulance service shall be engaged using a mobile phone (000 or 112).

A worker is not to use self-drive transport to attend the medical facility to obtain first aid treatment.

During the emergency event persons shall:

- Check for any threatening situation and remove or control it (if safe to do so) to avoid further risk to the casualty.
- Refrain from moving the casualty unless they are exposed to life-threatening situation.
- Engage the ambulance service by mobile phone (000 or 112). There will be no criticism of any person who uses initiative in this respect, nor does such action need another person's permission.
- Administer first aid if competent to do so.
- Contact [REDACTED] / Supervisor or their representative [REDACTED] the situation and actions taken.
- If the person is unable to contact [REDACTED] / Supervisor or their representative [REDACTED] person to do so
- Follow the instructions of the Site Direct Manager / Supervisor or their representative [REDACTED]
- First aiders shall provide first aid treatment until the arrival of emergency services.



ELECTRICAL EMERGENCY

On the [REDACTED] site, power is supplied through temporary distribution boards, leads and the tower crane supply, all protected by RCDs.

During an emergency event when a person has suffered an electric shock, the required actions are to be implemented in the following manner:

Warn others of the danger – call out "EMERGENCY, EMERGENCY, EMERGENCY" by word of mouth and keep people clear of the casualty and the source.

Request assistance:

- Press the nearest nurse call station to summon the First Aid Officer and emergency team, it shows them your location and sends the SMS alert.
- By word of mouth, get help from persons nearby who are not affected by the incident.
- By radio or mobile phone, contact [REDACTED] / Supervisor or their representative [REDACTED] the actions taken.
- Call 000 for an ambulance. A person may contact [REDACTED] they believe it is needed to prevent or minimise harm, authority from a manager is not required.
- If unable to reach emergency services or the Site Manager / Supervisor, direct another person to do so.
- Do not touch the casualty with bare hands until he or she is clear of the live source.
- Switch off the power at the source. Turn off and lock the main switch or the relevant temporary distribution board isolation switch, or if safe switch the appliance off and unplug it. Just turning the equipment off is not sufficient. If a lead, board or tool has tripped an RCD or circuit breaker, leave it isolated, the fault must be assessed by a licensed electrician before anything is re-energised.
- If the source is the tower crane supply or an Energex overhead or underground line, treat it as high voltage. Do not attempt a rescue. Hold everyone clear and wait for Energex to de-energise the network, contact [REDACTED] 13 19 62.
- If the electricity cannot be turned off and the casualty is still in contact [REDACTED] decide whether to move the casualty or move the wire or power source away from them.
- Insulate yourself if you move a casualty away from a live contact, cover your hands with cloth and stand on dry insulating material such as dry timber, cardboard or clothing, and watch for step potential in wet ground or near metalwork.
- Use a broom or other dry, insulating object to move the wire or power source away from the casualty, or to push the casualty off the live source.
- Provide first aid if competent to do so. After a shock, speed matters, start CPR immediately if required and use the site AED without delay.
- If there is no first aid officer present, provide comfort and support to the casualty until emergency services arrive.

- Area wardens control access and keep the path clear for the ambulance. Every person who has received an electric shock must be medically assessed even if they feel fine, effects can appear up to 48 hours later.
- Preserve the scene – a serious electrical incident or dangerous electrical event is notifiable to the Electrical Safety Office and WHSQ on 1300 362 128; do not reset the supply until released by an inspector and a licensed electrician.
- Follow the instructions of the wardens, the Site Manager / Supervisor or their representative, and emergency service personnel.



CONTACT

MOBILE PLANT

If mobile plant contacts a live electrical source such as an Energex overhead or underground line, persons shall:

- Treat the plant, the ground around it and anything touching it as live. Do not touch the plant, and keep everyone well clear.
- The operator stays in the cabin and shuts the plant down from the seat. Do not climb out and do not try to drive the plant clear of the line.
- Raise the alarm. Press the nurse call station at the nearest exit to summon the wardens and the First Aid Officer and notify the Site Manager, then call 000 for emergency services.
- The wardens exclude the area and hold all workers and the public at least 8 metres back from the plant. No one approaches until Energex has isolated the supply and given the all clear.
- The Site Manager or Supervisor calls Energex to isolate the supply, and the operator stays put until the all clear is given. Energex emergency line: 13 19 62.
- Only if the operator must leave the cabin because of fire or another life-threatening reason, jump clear, land with both feet together, and never touch the plant and the ground at the same time or any wires or equipment on the ground. Then hop or shuffle away with both feet together until at least 8 metres from the plant. Never run or walk, as voltage gradients in the ground can pass current through the body.
- Treat any casualty without delay. If the casualty is unresponsive or not breathing, start CPR immediately and use the site AED. Anyone who has received a shock must be seen by a medic even if they feel fine, as effects can appear up to 48 hours later.
- Do not move the plant or re-energise the supply until released by an inspector and Energex. A serious electrical incident or dangerous electrical event must be reported to the Electrical Safety Office and WHSQ on 1300 362 128.
- Follow the directions of the wardens, the Site Manager or Supervisor and emergency services.



CHEMICAL SPILL / HAZARDOUS MATERIALS

A spill can range from minor, contained and easily cleaned up, to major, where it cannot be contained, reaches drains or the water table and puts many people at risk. Judge the size and hazard from the chemical's SDS, and treat any doubt as the worse case. If a hazardous chemical is spilled or released, persons shall:

Warn and raise the alarm

- Call out "EMERGENCY, EMERGENCY, EMERGENCY" and move everyone upwind, away from the spill and any vapour.
- Press the nurse call station at the nearest exit to summon the wardens and the First Aid Officer and notify the Site Manager. It tells them which exit the alert came from and sends the SMS alert.
- Remove ignition sources from the area and, where safe, improve ventilation.
- Call 000 if anyone is exposed or injured, or if the spill cannot be safely controlled. Any person may call emergency services directly to prevent or minimise harm, a manager's authority is not required.

Treat anyone affected first

- The health of exposed people comes before cleaning up the spill.
- Flush any chemical splash to the eyes or body at the emergency eye wash and shower in the ground level chemical storage area, for at least the time stated in the SDS, and keep flushing on the way to further treatment.
- The First Aid Officer treats the casualty in line with the first aid measures in the chemical's SDS and stays with them until help arrives.
- Hand the SDS to the ambulance or medical staff so they know the chemical involved.

Make the area safe, trained people only

- Only workers trained for the chemical and wearing the PPE named in its SDS may approach the spill, as a minimum this is usually rubber or PVC gloves and chemical goggles.
- Isolate the source of the leak if it is safe to do so, and cordon off the area to keep everyone else out.
- Keep the chemical away from drains, pits and stormwater, contamination of waterways turns a minor spill into a notifiable environmental incident.
- Stop work in the area until the Site Manager gives permission to resume, and if told to evacuate, go to whichever muster point is upwind of the spill.

Contain and clean up

- Contain the spill with the absorbent named in the SDS, such as sand or diatomaceous earth, working from the outside of the spill inwards.
- Use non-sparking tools where the chemical is flammable.
- Place the used absorbent and contaminated material in suitable containers for disposal as directed by the SDS, and rinse the area only if the SDS allows it.

Report and notify

- Report the spill and the actions taken to the Site Manager or Supervisor, and record it.
- A dangerous incident is notifiable to WHSQ on 1300 362 128. Keep people clear and preserve the area until released.
- Follow the directions of the wardens, the Site Manager or Supervisor and emergency service personnel.



BOMB THREAT / SUSPICIOUS PACKAGE

On receipt of a written (including fax or e-mail) bomb threat, persons shall:

- Remain calm and do not do or say anything that may encourage irrational behavior.
- Minimise handling of the document containing the threat and the envelope it was delivered in.
- Engage the police service by telephone, but not by mobile telephone. There will be no criticism of any person who uses the initiative in this respect, nor does such action need another person's permission.
- Advise the Site Direct Manager / Supervisor or their representative.

The Site Direct Manager / Supervisor or their representative shall:

- Direct that all mobile telephones shall be switched off.
- Confirm that the police service has been contacted.
- Make a decision regarding searching for the device and if the decision shall conduct a search, coordinate the search.
- Decide if an evacuation is required, and if the decision is to evacuate, coordinate the evacuation to the authorised evacuation assembly area or an alternate evacuation assembly area in circumstances where there is a risk that the bomb may be located in the authorised evacuation assembly area.

In effecting the evacuation:

- Follow the instructions of the Site Direct Manager / Supervisor or their representative.
- Prior to evacuating, check the immediate work area to see if there are any packages, bags or other forms of container that could be used to conceal a bomb, and alert police service personnel on their arrival if anything unusual has been detected. Do not attempt an inspection.
- Evacuate in accordance with the evacuation coordination instructions leaving all doors and windows open (if applicable).

On receipt of telephoned bomb threats, persons shall:

- Keep the caller talking (do not hang up) as this may assist in tracing the call.
- Remain calm and do not do or say anything that may encourage irrational behavior.
- Engage the police service by telephone, but not by mobile telephone. This may require the recipient of the call attracting the attention of someone else to contact [REDACTED] to avoid the recipient breaking the contact. There will be no criticism of any person who uses initiative in this respect, nor does such action need another person's permission.

Note the following details:

- Exact wording of the threat
- Location of the device, no matter how general
- Time of detonation
- Sex and other details of the caller, such as estimated age

- Details of the speech, accent, delivery, and background noises
- Advise the Site Direct Manager / Supervisor or their representative. This may require the recipient of the call attracting the attention of someone else to avoid the recipient breaking the contact.

The Site Direct Manager / Supervisor or their representative shall:

- Direct that all mobile telephones shall be switched off.
- Confirm that the police service has been contacted.
- Decide regarding searching for the device and if the decision shall conduct a search, coordinate the search.
- Decide the site needs to be evacuated, if the decision is to evacuate, coordinate the evacuation to the authorised evacuation assembly area or an alternate evacuation assembly area in circumstances where there is a risk that the bomb may be located in the authorised evacuation assembly area.

In effecting the evacuation:

- Follow the instructions of the Site Direct Manager / Supervisor or their representative.
- Prior to evacuating, person shall check the immediate work area to see if there are any packages, bags or other forms of container that could be used to conceal a bomb, and alert police service personnel if anything unusual has been detected. Do not attempt an inspection.
- Evacuate the building in accordance with the evacuation coordination instructions leaving all doors and windows open.

COURSE OF ACTION BY THE SITE DIRECT MANAGER / SUPERVISOR OR THEIR REPRESENTATIVE –SEARCHING AND THE DECISION TO EVACUATE

The Site Direct Manager / Supervisor or their representative [REDACTED] [REDACTED] as a guide in making decisions regarding searching and / or evacuation:

OPTION TO DO NOTHING (DISREGARD THREAT)

The Site Direct Manager / Supervisor or their representative [REDACTED] [REDACTED] it is a prank call. If there is the slightest doubt, the Site Direct Manager / Supervisor or their representative [REDACTED] [REDACTED] the other options.

OPTION TO SEARCH AND EVACUATE ONLY IF A SUSPICIOUS OBJECT IS FOUND

This choice means people will be in the workplace for a longer period if there is a device present. Evacuation will proceed if a suspicious object is found.

If nothing is found, and there are no other significant factors, the Site Direct Manager / Supervisor or their representative [REDACTED] [REDACTED] the workplace can be declared safe.

The Site Direct Manager / Supervisor or their representative [REDACTED] [REDACTED] appropriate if the threat level is assessed as low.

OPTION TO SEARCH WITH A PARTIAL EVACUATION

When the threat level is considered to be moderate and there is no reason to believe an initiation to be imminent, the Site Direct Manager / Supervisor or their representative [REDACTED] [REDACTED] retaining essential staff and search teams.

OPTION TO EVACUATE IMMEDIATELY WITHOUT SEARCH

In the event of a call that the Site Direct Manager / Supervisor or their representative [REDACTED] [REDACTED] a high risk there may be a case for evacuation as quickly as possible, without conducting a search, especially where there is a possibility of imminent initiation.

When the time of an initiation has been disclosed in a threat, the Site Direct Manager / Supervisor or their representative [REDACTED] [REDACTED] are terminated well before the deadline, even if the device has not been found.

All searching shall cease no later than 20 minutes before the time given. At the very least, 20 minutes shall elapse after the threatened time of initiation before search teams re-enter the workplace. The workplace should be searched prior to re-occupation.

SEARCH

The Police will often request the workplace occupants to conduct a search. Police will not normally search a building following receipt of a threat because:

- Police are unlikely to know the layout of the premises and the various places in which a device can be concealed.
- Police will not know what should be in a particular place and what should not. Staff should know and be able to search more thoroughly.

Detailed searches take a considerable amount of time. Occupants may not be permitted to return for some hours.

Consideration should be given to their welfare, for example in summer or wet weather, relocation to a more comfortable location with shade or shelter or for provision of refreshments.

If a search is decided upon, Site Direct Manager / Supervisor or their representative [REDACTED] [REDACTED] search their floor or area and report the location and appearance of any suspicious item to the Site Direct Manager / Supervisor or their representative.

The designated safe assembly area shall be well away from the workplace, out of line-of-sight and well clear of windows (if applicable). For biological threats, the evacuation should be upwind and upslope of the workplace.



SEVERE STORM / NATURAL DISASTER

During the emergency event persons shall:

- Remain in the building (if applicable) and keep well clear of windows.
- In multi storey buildings, move to the lower floors.
- Evacuate the building only if instructed to do so by Site Direct Manager / Supervisor or their representative [REDACTED]
- Continue to monitor local ALERTS through the BOM and watch local RADAR for direction of storm(s)
- Apply the thirty second rule to acute lighting in the area. I.e. Count in seconds - "Flash" to "Bang" where every three seconds is approximately equivalent to 1km distance that the storm / lightning is away. Therefore 30 seconds means that the lightning is 10kms away from your location.
- Shut down any mobile plant (cranes, boom pumps etc) immediately if the Flash to Bang is < 30 seconds.
i.e. Inside 10km radius of your location on site.

In effecting the evacuation:

- Follow the instructions of the Site Direct Manager / Supervisor or their representative [REDACTED]
- Evacuate the building / plant in accordance with the evacuation coordination instructions.

Preparing Site for an imminent storm or cyclone.

Requirement		Complete
1.	Any material which is likely to be picked up by high winds are to be strapped into bundles i.e., timber formply, planks and shutters.	☐ YES ☐ N/A
2.	Strap bundles of scaffolding, tie planks down onto structure and secure all standing scaffold.	☐ YES ☐ N/A
3.	Remove partly erected scaffold or formwork.	☐ YES ☐ N/A
4.	Back prop all freestanding walls.	☐ YES ☐ N/A
5.	All small tools, generators and electrical equipment are to be stowed in a sea containers or project office away from rising water.	☐ YES ☐ N/A
6.	All site huts, offices, dongas and ablution blocks are to be checked for correct tie downs.	☐ YES ☐ N/A

7.	All rubbish is to be removed, including bins. (Waste Contractor)	☐ YES ☐ N/A
8.	All windows on buildings are to be cross taped. (Fire Wardens)	☐ YES ☐ N/A
9.	All vehicles and plant are to be fuelled.	☐ YES ☐ N/A
10.	Secure any other plant i.e. temporary fences / barricades, kibbles man boxes compressors around site. Off hire any items not required for short term.	☐ YES ☐ N/A
11.	All loose pipes, star pickets, par webbing and other materials that are stored around site area is to be secured/removed.	☐ YES ☐ N/A
12.	Lay down/secure cranes and crane jibs.	☐ YES ☐ N/A
13.	Back-up computer system/computers packed/stowed	☐ YES ☐ N/A
14.	Isolate power to buildings/site / lock doors.	☐ YES ☐ N/A
15.	Ensure building erection status is satisfactory / secure for expected conditions	☐ YES ☐ N/A

SIGNED BY:

Name:		Signature:		Date:	
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STRUCTURAL COLLAPSE / CRANE INCIDENT

During the emergency event persons shall:

- The nominated first aider will check for any threatening situations and remove or control it (if safe to do so) to avoid further risk to the casualty raise the alarm with the [REDACTED] ERT team.
- The Emergency evacuation siren to be sounded to commence the site evacuation.
- Emergency evacuation procedure will be implemented, area wardens to respond to the evacuation siren and commence directing the workers to the closest evacuation access points.
- Refrain from moving the casualty unless they are exposed to a life-threatening situation in case there is a spinal injury.
- Engage the ambulance service by mobile phone (000 or 112). There will be no criticism of any person who uses initiative in this respect, nor does such action need another person's permission.
- Administer first aid if competent to do so.
- Send a worker to the site entry gate to meet the emergency services and direct them to the incident location.
- Contact [REDACTED] / Supervisor or their representative [REDACTED] the situation and actions taken.
- If the worker is pinned or partially pinned under the machine, then assess what on site machinery may assist the emergency services in the rescue operation and direct them to standby with operators ready.
- Follow the instructions of the Site Direct Manager / Supervisor or their representative [REDACTED]
- First aiders shall provide first aid treatment until the arrival of emergency services.
- All workers are to remain in the assembly area until all clear is given to return to work.
- Workers will be debriefed of the evacuation details before returning to work.



CRANE RESCUE

During the emergency event persons shall:

- If the tower crane operator is unresponsive to radio communication and or whistles and hand signals and is presumed unconscious, then the following actions must be carried out.
- The dogman must isolate the tower crane at the electrical board at the base of the crane.
- The site manager/foreman and site safety advisor are to be notified.
- If there is a suspended load in the air, the area underneath must be barricaded to ensure no personnel are able to access underneath the load.
- Engage the ambulance service and fire service by calling 000 or 112 on a mobile phone. There will be no criticism of any person who uses the initiative in this respect, nor does such action need another person's permission.
- The dogmen and first aider may climb the tower crane to assess the operator and offer assistance until the emergency services arrive, but the first aider must have taken part in an emergency drill and climbed the tower crane to enter the cabin. There must be no attempt to retrieve the operator by site personnel.
- The traffic controller or a nominated person will be positioned at the site entry gate to meet the emergency services and direct them to the incident location.
- Contact [REDACTED] / Supervisor or their representative [REDACTED] the situation and actions taken.
- Contact [REDACTED] advise them of the situation. Request a backup crane operator to lower the load and make the crane safe.
- Stay with the crane operator until emergency services arrive.



CRANE BOX RETRIEVAL

During the emergency event persons shall:

- Notify a [REDACTED] supervisor or first aider of the injured person.
- First aider to take a first aid kit and stretcher to the incident area to assess the injured worker and treat any wounds.
- Call emergency services on 000 or 112 using a mobile phone. The traffic controller or a nominated person will be positioned at the site gate to meet the emergency services.
- A worker is to be sent to the nominated gate to meet and escort emergency services on to site.
- Site manager / supervisor or first aider to notify the crane crew for assistance instructing them to bring the first aid cage to the incident scene. 1 dogman to go to the first aid cage and the other to go to the incident scene.
- Clear a safe landing area for the cage.
- Worker to be carried on to the first aid cage, if safe to do so and worker has no evidence of neck or spinal injury.
- If the worker has suspected spinal injury, do not move them but wait for the Ambulance crew to get to the incident scene.
- If the worker is being taken to the first aid cage the first aider/supervisor must ensure the crane crew are aware of the landing zone.
- 1 dogman to remain and first aider will remain in the first aid cage and the other dogman to secure and delineate the landing zone.
- Stay with the injured worker until emergency services arrive.



STRUCTURE RESCUE

During the emergency event.

- Notify [REDACTED] management of the incident.
- Call emergency services on 000 or 112 using a mobile phone. The traffic controller or a nominated person will be positioned at the site gate to meet the emergency services.
- A nominated person or the traffic controller or nominated person will be positioned at the main entry gate 1 to meet and escort emergency services on to site.
- Liaise with supervisors to account for all workers working in the area at the time of the collapse.
- If required - Initiate site evacuation and roll call to determine if any workers are unaccounted for.
- Secure and barricade the area around the collapsed structure.
- Only attempt to rescue an injured worker if there is no risk to the rescue team from further collapse or movement of the structure and once the site manager/project manager, scaffold or formwork supervisor has assessed the extent of the collapse and safety of the rescue team.
- Where necessary the first aiders are to remain in a safe area as close as possible to the injured worker to offer support, assess injuries and mark the location of the injured worker for the emergency services.
- Before work on clearing the collapsed structure can commence, a risk assessment will be documented detailing the potential risks to the clean-up crew and suitable controls to ensure their safety. Emergency services should be consulted in the risk assessment. The appropriate contractors will be engaged to carry out work if required.



PLANT COLLISION

During the emergency event.

- Check for any threatening situation and remove or control it (if safe to do so) to avoid further risk to the casualty raise the alarm.
- Refrain from moving the casualty unless they are exposed to a life-threatening situation in case there is a spinal injury.
- Call emergency services on 000 or 112 using a mobile phone. The traffic controller or a nominated person will be positioned at the site gate to meet the emergency services.
- Administer first aid if competent to do so.
- Send a worker to the site entry gate to meet the emergency services and direct them to the incident location.
- Contact [REDACTED] / Supervisor or their representative [REDACTED] the situation and actions taken.
- Control any fires if safe to do so.
- Be aware of pneumatic tyres and the potential for them to burst. If required, establish an exclusion zone around the incident. 20m minimum.
- Control any fuel/ oil spills with spill control kit.
- Follow the instructions of the Site Direct Manager / Supervisor or their representative [REDACTED]
- First aiders shall provide first aid treatment until the arrival of emergency services.



FALL FROM HEIGHT

During the emergency event, persons shall:

- Check for any threatening situation and remove or control it (if safe to do so) to avoid further risk to the casualty.
- Refrain from moving the casualty unless they are exposed to life-threatening situation.
- Call emergency services on 000 or 112 using a mobile phone and notify the traffic controller, or a nominated person will be positioned at the site gate to meet the emergency services.
- Administer first aid if competent to do so.
- Contact [REDACTED] [REDACTED] using a mobile phone or verbally and inform them of the situation and actions taken.
- If the person is unable to contact [REDACTED] [REDACTED] members, they shall direct another person to do so.
- Follow the instructions of the [REDACTED] ERT Team Members or ambulance service personnel.
- First aiders shall provide first aid treatment until the arrival of emergency services.
- If an injured or ill person is located on an elevated work platform, if possible, to do so, use the emergency decent device controls to lower the platform (be aware that the ground controls will override the platform controls for emergency purposes).
- There are to be no people underneath the platform or in the direct drop vicinity of the EWP when using the emergency device.
- Where it is possible to use the emergency decent device and / or, another mobile elevated work platform may be used to retrieve the injured or ill worker.



EXCAVATION / TRENCH COLLAPSE

The following procedure is to be implemented during an emergency event.

- Contact [REDACTED] / Supervisor or their representative [REDACTED] the situation and actions taken.
- If required, call the emergency services on 000 or 112 and advise the operator of the injury type, site address/ location.
- The emergency siren will be sounded; all workers are to evacuate the site and assemble in the emergency assembly area.
- All machinery and plant on site to stop work immediately.
- The Traffic control will be notified of the emergency services arriving onsite.
- A [REDACTED] ERT member will direct them to the incident location.
- The excavation will be Inspected by the Site Manager, HSE Advisor and Civil Works Supervisor and assessed to see if it is safe for a member of the [REDACTED] ERT/First Aider to enter.
- If deemed unsafe to enter, await for the arrival of emergency services.
- If deemed safe to enter the excavation, The nominated ERT/First Aider will assess the injured person / persons and administer first aid as required.
- If the injured person can be removed from the excavation the site emergency stretcher will be used to transport the injured worker to the first aid room.



WORKPLACE VIOLENCE / ARMED THREAT

If you witness or become aware of a violent incident, prioritise your safety and the safety of others.

- Activate the emergency alarm system, if available and safe to do so.
- Ensure that employees know the designated emergency exits and safe areas to seek shelter in case of violence.
- Use any available means of communication to alert other employees about the violent incident, if it is safe to do so.
- Move to a safe location, if possible, away from immediate danger.
- Dial emergency services on 000 or 112 to report violent incidents.
- Provide the exact location and a description of the situation to the emergency operator.
- If a lockdown is required where practicable move to designated safe areas and lock down areas and Silence your mobile phone and any other electronic devices to avoid detection.
- If unable to safely exit the building or if directed to shelter in place, move to an area that provides maximum protection and cover.
- Close and lock doors, barricade if necessary, and turn off lights to make it difficult for the perpetrator(s) to locate potential targets.
- Stay quiet and avoid making unnecessary noise.
- Find concealment behind solid objects or under furniture to provide additional protection.

Do Not Confront:

- Do not confront the assailant(s) unless there are no other options, and your life is in immediate danger.
- If you encounter police, follow their instructions carefully and always keep your hands visible.

Assist Others:

- If it is safe to do so, assist co-workers who may require help to reach safety.
- Provide first aid and comfort to injured colleagues if you have appropriate training.

Wait for Official Communication:

- Remain in your secure location until law enforcement or authorized personnel provide instructions for evacuation or safe exit.
- Do not leave the secure location until it has been declared safe to do so by law enforcement or authorised personnel.

Post-Incident Support:

- After the incident, cooperate fully with police and other authorities involved in the investigation.
- Seek support and counselling services offered by [REDACTED] or your company to cope with the emotional impact of the incident.

Report and investigate the Incident:

- Employees, workers or others are encouraged who witness or experience violence at work to report the incident promptly.
- Provide multiple reporting channels, such as a designated contact person, a confidential hotline, or an online reporting system.
- Assure employees that they will be protected against any form of retaliation for reporting incidents in good faith.
- Undertake investigation and follow the [REDACTED] work related violence policy.

Document the Incident:

- Employees and workers involved are encouraged to report the details of the event, including the date, time, location, individuals involved, and a description of what occurred.
- Preserve any physical evidence, such as photographs or damaged property, if applicable.



PERSONAL THREAT

Examples can include unarmed / armed persons threatening injury to others or themselves.

- Remain calm.
- Retreat if safe to do so and leave the building to raise the alarm.
- Call 000 or 112, and state the required service i.e. POLICE.
- Remove as many people from the situation as possible.
- Follow any demands of the offender if in personal danger
- Observe and where possible record characteristics of the offender such as speech, physical attributes, clothing or mannerisms.
- Don't stare at the offender/s.
- If ordered to hand over money or other possessions, be deliberate in your actions and don't hesitate or attempt to stall the person.
- Follow the evacuation plan. In this situation the normal evacuation procedure is to be made unless instructed otherwise.
- Where the caller has made a direct threat of when the bomb is to go off and this time is imminent then all persons are to leave the evacuation point and meet at another designated position determined by MDP.
- Personnel are to take any personal belongings with them unless signs of tampering or interference show that this may be a risk regarding to planting of a bomb/s.
- If one of the management/staff has been called on their mobile phone, then they are to quietly inform the nearest person that there is a bomb threat caller on the phone.
- This other person is to notify the emergency team leader, and the team leader is to notify the police that there has been a bomb threat made.
- Try not to exacerbate the problem by telling everyone that there is a bomb threat. Try to keep calm.
- The person taking the call is to not hang up – even when the call is completed, keep the line open.
- The person taking the call is to obtain as much information as possible.
- Place any written threats and container it arrived in a plastic envelope or box.
- Again, as in line with the evacuation procedure, do not enter until the workplace has been determined safe by police.



BUDDY SYSTEM

For locations where workers are either working alone without other workers and/or management being above to have clear view of them or where workers will be in areas of poor mobile or other communication will require a buddy system that entails:

- Daily Pre-Starts to discuss areas where works may be isolated and/or work alone and arrangements for those works.
- Buddy System to consist of a minimum of one (1) worker assigned for workers i.e. at least 2 workers for each contractor that has works in isolated areas or poor communication.
- At least one (1) of these workers has a mobile phone to be able to get to areas of reception.
- Workers to have direct contact [REDACTED] and [REDACTED] foreman and/or first aid team member.
- Workers in buddy system set ups to take breaks at the same time and contact [REDACTED] finishing work in isolated areas and/or areas of poor communication.
- Each contractor supervisor that has workers in isolated areas must always have a radio to be able to contact [REDACTED] site team of any emergencies.
- Each contractor supervisor to be in isolated areas of their workers and/or check in with them during the day either physically or where there is reception to contact [REDACTED] assign buddy workers where unattended, e.g. workers need to undertake other duties/obtain materials, tools etc.
- [REDACTED] site manager to radio contact [REDACTED] day on any areas where the buddy system is in place for confirmation of contact [REDACTED] areas that require a buddy system.
- End of day checks by the site manager with [REDACTED] Foreman and contractor supervisor that all isolated areas are clear.

APPENDIX B

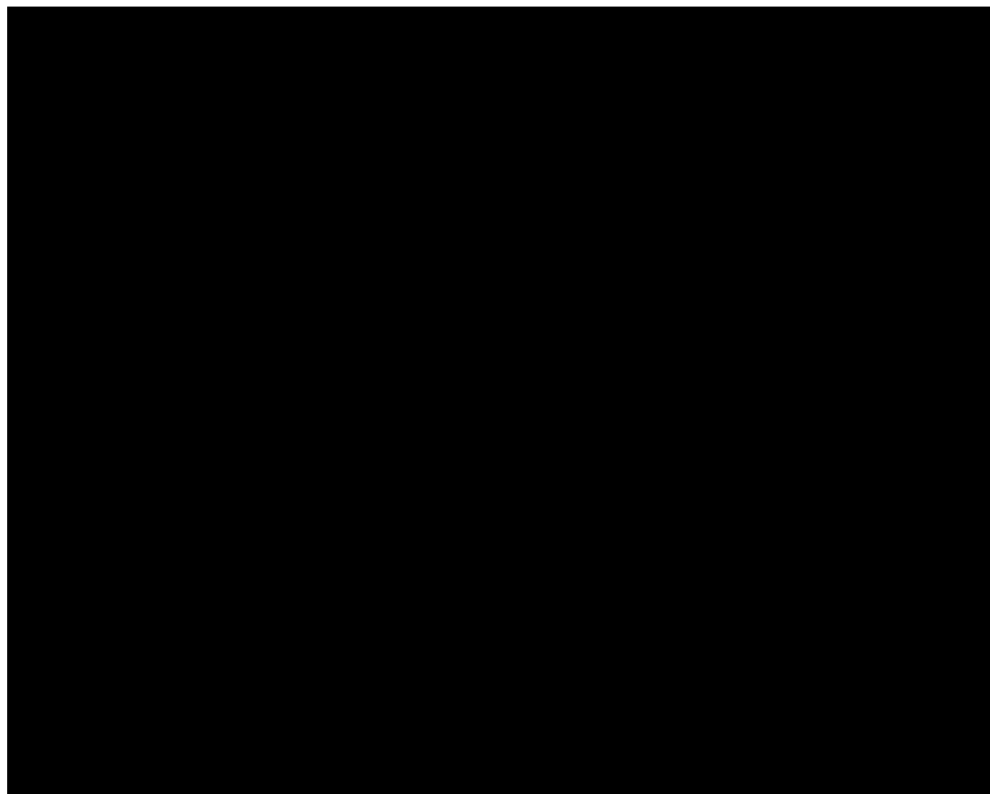
SITE SPECIFIC EMERGENCY EVACUATION PLAN

This Emergency Evacuation Plan applies to the [REDACTED] 28 [REDACTED] [REDACTED] [REDACTED] [REDACTED] Brisbane QLD 4101. The plan is issued by level. The diagram on the following page is the Ground Level plan; a separate plan is maintained for each level of the structure and is updated as the works and site layout change.

The plan shows the primary evacuation routes (solid green), the alternate routes (dashed green), and the two Emergency Muster Points: the northern muster point on [REDACTED] [REDACTED] and the southern muster point reached via the [REDACTED] [REDACTED] footpath. It also shows the location of first aid equipment, fire equipment, electrical switchboards, chemical storage, plant such as the crane and hoist, and traffic controllers. All symbols are explained in the legend

On activation of the evacuation alarm (nurse call station evacuation alarm as the primary signal, megaphone as backup):

1. Stop work, make your immediate area safe, and leave by the nearest primary evacuation route shown in green. Use an alternate route if the primary route is blocked.
2. Follow the green route to the nearest Emergency Muster Point, either the northern point on [REDACTED] [REDACTED] or the southern point via the [REDACTED] [REDACTED] footpath.
3. [REDACTED] [REDACTED] area wardens clear their areas, including toilets, direct workers to the exits, and confirm their areas are clear.
4. Subcontractor area wardens confirm their workers are accounted for at the muster point.
5. Site numbers are confirmed at the muster point by the Chief Warden / Emergency Response Coordinator. No one re-enters the site until the all-clear is given.



Appendix C Critical Incident Response

1 CRITICAL INCIDENT DEFINITION

This Critical Incident Response applies to the [REDACTED] 28 [REDACTED]
[REDACTED] Brisbane QLD 4101 [REDACTED]
[REDACTED] Job 003).

A critical incident is an event, often unexpected, that poses an actual or perceived threat to the wellbeing of a worker or someone close to them, or that produces a strong emotional response that temporarily overwhelms a person's ability to cope. Given the high-risk construction work carried out at [REDACTED] a critical incident on this site may arise from, but is not limited to:

- A fall from height or an arrested fall, including from scaffold, formwork, hoists or a temporary work platform
- A structural, formwork or temporary-platform collapse, or a trench or excavation collapse
- A crane, hoist or rigging failure, or a dropped load during tower crane, mobile crane or precast lifting
- A powered mobile plant or vehicle incident, such as the plant rollover previously recorded on this site
- Entrapment or a confined space rescue
- A serious electrical incident involving energised installations or services
- The serious injury, illness or death of a worker
- An act of work-related violence
- Experiencing, witnessing or investigating any serious near miss, injury or fatality of the above kind

A critical incident may also be a notifiable incident under the Work Health and Safety Act 2011 (Qld), Part 3, covering the death of a person, a serious injury or illness, a dangerous incident, or a sexual assault incident. The reporting and notification duties are set out in Section 8.

The severity of distress caused by a critical incident is influenced by the length of exposure, individual perceptions, the cumulative effect of incidents over time, pre-existing coping strategies and available social support. Providing timely and appropriate support after a critical incident is a core part of emergency management at [REDACTED] and sits alongside the physical emergency response.

2 CRITICAL INCIDENT STRESS MANAGEMENT

Critical incident stress management provides support to assist the recovery of individuals experiencing normal distress following exposure to an abnormal event. It is a series of comprehensive and confidential strategies that aim to minimise any adverse emotional reaction a worker may have, to help them verbalise and make sense of their distress, and to support their return to normal functioning.

The strategies applied at [REDACTED] according to the circumstances of the incident, are:

- Preparing workers for a possible critical incident
- Demobilisation (rest, information and transition)

- Defusing (immediate small-group support)
- Debriefing (structured, voluntary group support)
- Follow-up support and referral

3 PREPARING WORKERS FOR A POSSIBLE CRITICAL INCIDENT

Preparation reduces the impact of a critical incident and speeds recovery. As part of the site risk assessment, [REDACTED] identifies the tasks and areas at [REDACTED] where workers may be exposed to critical incidents.

Strategies include:

- Developing positive working relationships between workers, supervisors and management
- Maintaining worker morale in the workplace
- Establishing contact [REDACTED] trained internal or external debriefers and the site Employee Assistance Program (EAP), see Appendix D
- Assessing the work environment for the potential for critical incidents
- Developing agreed procedures for responding to identified critical incidents, in consultation with workers
- Making sure workers are familiar with these procedures

4 DEMOBILISATION

Critical incidents may trigger a wide range of physical and psychological symptoms, including increased heart rate, high blood pressure and anxiety. In the immediate aftermath most workers will have some symptoms, and in the majority these resolve. Demobilisation (rest, information and transition) is a way of calming workers following a critical incident and ensuring their immediate needs are met, including an immediate time-out period.

A supervisor or manager who was not involved in, or affected by, the incident is appointed by senior management to carry out the demobilisation. It takes place before the end of the shift, or before those involved disperse from the site. Strategies include:

- Convening a meeting for those involved as soon as practicable
- Summarising the incident and clarifying any uncertainties
- Providing factual information and normalising reactions, not symptoms
- Inviting questions and discussing issues of concern
- Showing care and support
- Making short-term arrangements for work responsibilities
- Explaining what defusing and debriefing involve and the arrangements for them

5 DEFUSING

Defusing (immediate small-group support) is conducted by a trained person and is designed to bring the experience of the incident to a close and provide immediate personal support. The aim is to stabilise the responses of workers involved and give them an opportunity to raise any immediate concerns. Defusing should take place within 24 hours of the incident. Strategies include:

- Reviewing the event
- Clarifying workers' questions and concerns
- Encouraging workers to talk about what happened

- Identifying current needs
- Offering advice, information and handouts on referral and support services, see Appendix D
- Arranging debriefing and follow-up with the EAP where required

Where reasonably practicable, the Construction Manager and corporate management attend the defusing session.

6 DEBRIEFING

Debriefing (structured group support) is usually carried out within three to seven days of the incident, once workers have had enough time to take in the experience. Debriefing is not counselling. It is a structured, voluntary discussion aimed at putting an abnormal event into perspective, offering workers clarity about what they have experienced and helping them establish a process for recovery.

Participation is voluntary. Current evidence shows that routine or mandatory debriefing is not appropriate for every worker, as it can trigger vicarious re-exposure and compound the original trauma. For this reason, debriefing at [REDACTED] is offered rather than imposed, is conducted with groups rather than individuals, and is used with peer groups of similar background and experience. Workers are monitored throughout so that anyone showing signs of needing individual clinical support can be referred early through the EAP, see Appendix D.

Trained debriefers help workers explore and understand a range of issues, including:

- The sequence of events
- The causes and consequences
- Each person's experience
- Any memories triggered by the incident
- Normal psychological reactions to critical incidents
- Methods to manage emotional responses following a critical incident

7 FOLLOW-UP SUPPORT

Stress responses can develop over time, so follow-up support may be needed by some workers or groups. Perspectives may change after the first debriefing session, and later sessions may focus on new aspects of the incident or on stress reactions that emerge afterwards. Where ongoing monitoring is appropriate, it can be provided by supervisors and peers trained in mental health first aid, whose role is to keep workers functioning and identify anyone who needs more specialist help, not to provide clinical treatment.

It is also common for critical incidents to bring up a range of personal issues for workers. Short-term counselling may be arranged to prevent further difficulties, and where more complex needs are identified a worker is referred to an appropriate service for additional support. Confidential support is available through the site Employee Assistance Program and the services listed in Appendix D.

8 CRITICAL RESPONSE PLAN

Step	Timing	Action	Responsibility
Reporting	In accordance with Incident	Initial reporting of an event defined as a critical incident requiring stress management strategies to be applied shall be	Site Manager; Project Manager or

	Management Procedure	reported to Senior Management. Where the incident is a notifiable incident, the Site Manager notifies the Project Manager or Construction Manager immediately and ensures Workplace Health and Safety Queensland (WHSQ) is notified on 1300 362 128. The Project Manager or Construction Manager notifies WHSQ and the QBCC. The incident site is preserved until released by an inspector, except to make safe, assist an injured person, remove a deceased person, or as directed by police or the regulator.	Construction Manager
	As soon as possible	Inform the nominated Employee Assistance Program (EAP) organisation that their assistance is required at the workplace and or If available, inform a nominated staff member who is trained in Psychological First Aid that their assistance is required at the workplace. EAP personnel to attend the workplace if reasonably practicable in the timeframe available to provide advice and assist in demobilisation.	Construction Manager EAP personnel
Demobilisation	Before the end of the day's work or shift or before those involved in the incident disperse from the workplace	Critical incidents may trigger a wide range of physical and psychological symptoms, including increased heart rate, high blood pressure and anxiety. Demobilisation (rest, information and time out) is a way of calming workers following a critical incident and ensuring that their immediate needs are met.	The most senior member of the team at the time and who is not involved in the incident, or affected by it

		Demobilisation shall take the form of the following: • Convene a meeting for those involved as soon as possible • Summarise the incident and clarify uncertainties • Invite questions and discuss issues of concern • Show care and support • Make short-term arrangements for work • Explain what defusing is and the arrangements for defusing to be undertaken. The provision of Psychological First Aid to affected workers.	EAP personnel or [REDACTED] staff member who is trained in Psychological First Aid
Planning for execution of the next steps	As soon as possible	In circumstances where subsequent actions to demobilisation are likely to deviate away from what is stated in this Part or is likely to be complex and involve a range of people responsible for executing planned actions, an Incident Management Action Plan – Critical Incident shall be compiled A planning meeting may be convened to coordinate and communicate the planned actions.	Construction Manager
Defusing	This step shall take place within 24 hours of the incident	Defusing (immediate small group support) is conducted and is designed to bring the experience of the incident to a conclusion and provide immediate personal support. The aim shall be to stabilise the responses of workers involved in the incident and provide an opportunity for them to express any immediate concerns.	Trained person from the EAP based on arrangements made through the Construction Manager and in accordance with the Incident Management Action Plan – Critical Incident (if compiled)

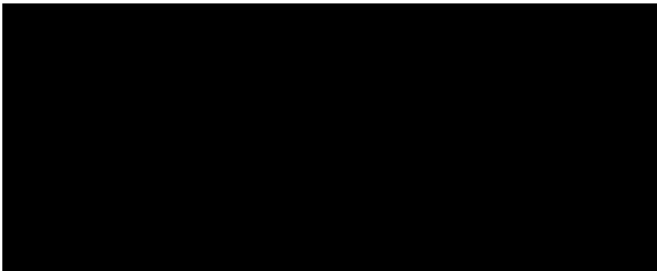
		Strategies shall include: • Review the event • Clarify workers' questions and concerns • Encourage workers to talk about what happened • Identify current needs • Offer workers advice, information and handouts on referrals and support agencies • Arrange debriefing and follow-up sessions with the EAP organisation to provide additional information about the event when available.	Where reasonably practicable, the Construction Manager is to attend the defusing session(s) Where reasonably practicable, corporate management is to attend the defusing session(s)
Debriefing	Within three to seven days of the critical incident	Debriefing (event group support) shall be carried out when workers have had enough time to take in the experience. It shall be a structured voluntary discussion aimed at putting an abnormal event into perspective. It offers workers clarity about the critical incident they have experienced and assists them to establish a process for recovery. Trained debriefer(s) shall help the workers to explore and understand a range of issues, including: • The sequence of events • The causes and consequences • Each person's experience • Any memories triggered by the incident • Normal psychological reactions to critical incidents Methods to manage emotional responses resulting from a critical incident.	Trained debriefer(s) from the EAP in accordance with the Incident Management Action Plan – Critical Incident (if compiled) Where reasonably practicable, the Construction Manager is to attend the session(s) Where reasonably practicable, sub-contractor senior management is to attend the session(s).

Follow-up support - debriefing (group or one on one)	As arranged	Note: Debriefing is not counselling. Stress responses can develop over time. Perspectives may change after the first debriefing session and additional sessions may need to focus on new aspects of the incident or stress reactions. Follow-up debriefings shall be arranged if required by individual workers or groups.	Trained debriefer(s) from the EAP in accordance with the Incident Management Action Plan – Critical Incident (if compiled) Where reasonably practicable, the Construction Manager is to attend the session(s)
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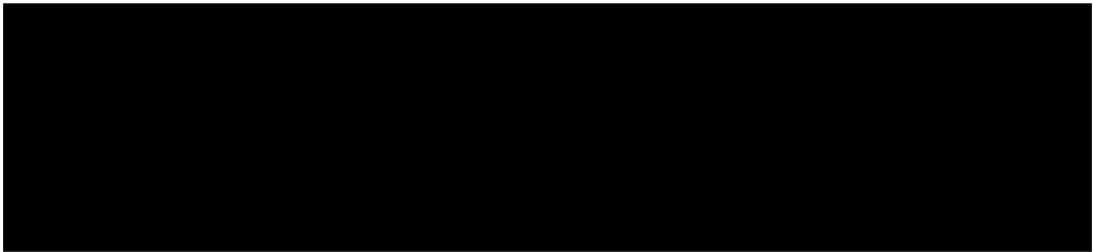
Appendix D Employee Assistance Program

Confidential support is available to all workers on site, including subcontractors, at no cost and without manager approval:

Service	Phone	Support
Employee Assistance Program (Acacia Well-Being)	1300 364 273	Free, confidential counselling for work or personal matters
Lifeline	13 11 14	24-hour crisis support
Beyond Blue	1300 22 4636	Mental health support
Mates in Construction	1300 642 111	Suicide prevention and support (construction)



EMPLOYEE ASSISTANCE PROGRAM



1300 364 273

